



Hawaii Traveler Tips

Aloha!

This guide serves to assist visiting travelers with disabilities and health conditions by providing information about the accessibility of Hawaii's airports and transportation systems. Also included is a list of medical supply companies and support services. Please make direct contact with any of the businesses or services in this guide to obtain additional information. This guide is also available on our web site at <http://hawaii.gov/health/dcab>. Information contained in this guide does not serve as an endorsement for these or other businesses or services, and is intended only as a resource.

The island of Hawaii is the largest in the Hawaiian Island chain. Hilo is the county seat and is located in East Hawaii. Kona is the other major service area and is located in West Hawaii. Resources are listed for both areas where applicable.



Hilo International Airport

The State of Hawaii Department of Transportation provides an Access Guide for passengers with disabilities on services (such as animal quarantine, ground transportation, motorized wheelchairs, porter services, accessible restrooms, TTYs) at the Hilo International Airport. Obtain this guide and further information at <http://hawaii.gov/dot/airports> and select "ADA". For more information, contact the Visitor Information Program at the Hilo International Airport at (808) 934-5838 (V).



Kona International Airport

The State of Hawaii Department of Transportation provides an Access Guide for passengers with disabilities on services (such as animal quarantine, ground transportation, motorized wheelchairs, porter services, accessible restrooms, TTYs) at the Kona International Airport. Obtain this

guide and further information at <http://hawaii.gov/dot/airports> and select "ADA". For more information, contact the Visitor Information Program at the Kona International Airport at (808) 329-3423 (V).



Air Travelers With Disabilities

The U.S. Department of Transportation (DOT) offers the following assistance and information for travelers with disabilities.

- Individuals who experience disability related air travel problems can obtain "real time" assistance and information to resolve problems by calling the DOT at (800) 778-4838 (V) and (800) 455-9880 (TTY).
- Information on investigating and filing a complaint about a disability issue can be found at <http://airconsumer.ost.dot.gov/hotline.htm>.
- Information for the air traveler with a disability can be found at <http://airconsumer.ost.dot.gov/publications/horizons.htm>.

Hawaii Traveler Tips

The U.S. Transportation Security Administration, which is responsible for passenger airport security screenings, has information for travelers with disabilities and medical conditions on its web site at www.tsa.gov/travelers/airtravel/specialneeds/index.shtm.



Adapted Vehicle Rentals

With advance notice, car rental companies will install hand controls, provide accessible transportation from airport or airport car rental booth to vehicle pickup point, or deliver the vehicle to the airport terminal.

Alamo Rent-A-Car	(800) 327-9633 (Toll free)
Avis Rent-A-Car	(800) 321-3712 (Toll free)
Budget Rent-A-Car	(800) 527-7000 (Toll free)
Dollar Rent-A-Car	(866) 434-2226 (Toll free)
Hertz Rent-A-Car	(800) 654-3011 (Toll free)
National Rent-A-Car	(800) 227-7368 (Toll free)



Accessible Van Rentals

The following business rents wheelchair accessible vans. Call in advance to make reservations, arrange for pick up of the van, and if needed have hand controls installed for the van.

Wheelchair Getaways of Hawaii
(800) 638-1912 (Toll free)
Web site: www.wheelchairgetaways.com



Transportation

The Hawaii County Mass Transit Agency provides public transportation around the island on the Hele-On bus. All buses are wheelchair accessible. In addition, the Transit Agency offers a Shared-Ride Taxi program which provides door-to-door transportation for as little as \$2.00 within the urbanized area of Hilo and Kona with priority given to medical related trips. Coupons must be purchased in advance for this taxi service. Contact the County of Hawaii, Mass Transit for information on routes, schedules, hours of operation and purchasing taxi coupons at **(808) 961-8744**.

County of Hawaii Mass Transit Mass Transit

630 E. Lanikaula Street
Hilo, HI 96720

(808) 961-8744

(808) 961-8745 (Fax)

Email: heleonbus@co.hawaii.hi.us

Web site: www.hawaii-county.com/mass_transit/transit_main.htm



Accessible Parking

The State of Hawaii recognizes valid person with a disability parking placards issued by other states and countries for parking in designated, accessible parking spaces. Parking placards must hang from the vehicle's rearview mirror when the vehicle is parked in a designated space.



Access to Beaches and Trails

Selected beach parks are accessible on the island of Hawaii. To obtain a listing of these accessible beach parks contact the County of Hawaii, Department of Parks and Recreation at phone **(808) 961-8311 (V/TTY)** or by email at cohparcs@hotmail.com. You may

also visit the County of Hawaii's web site at **www.hawaii-county.com** and select "Go Camping" and then "General Information".

For information on accessible trails throughout the state you may contact the Department of Land and Natural Resources, Na Ala Hele Statewide Program Manager at Oahu phone **(808) 587-0062**. Information about the Na Ala Hele access trail program and contact information for all islands can be found at **www.hawaiitrails.org/**.



Medical Equipment

The following medical supply and health care companies sell and rent medical equipment and supportive aids. This listing is not an endorsement for any particular company, business or product. You can also refer to the phone directory yellow pages under Medical Equipment and Supplies for more listings. Contact the medical supply and health care companies in advance to arrange and ensure your equipment needs are ready when you arrive in Hawaii.

Apria Healthcare

811 Laukapu Street, Suite 9
Hilo, HI 96720
(808) 969-1211
(808) 935-7615 (Fax)
Web site: **www.apria.com**

Big Island Medical

P.O. Box 1740
Kealahou, HI 96750
(808) 323-3313
(808) 345-7274 (After-hours)
(808) 322-9281 (Fax)
Email: bigimed@hawaii.rr.com
Web site: **www.bigislandmedical.com**

Rainbow Medical Supply, Inc.

16-186 Kalara Street
Shipman Business Park
Keeau, HI 96749
(808) 982-3830
(808) 982-3835 (Fax)
Web site: **www.rainbowmedicalsupply.com**

Shiigi Drug - Ben Franklin Hilo Center

333 Kilauea Avenue
Hilo, HI 96720
(808) 935-0001
(808) 969-9833 (Fax)



Support Services

The following businesses provide in-home services that may include nurses, nurse's aides, and home assistance for persons with disabilities or health conditions. Fees are charged for all services. Contact the business in advance for information. The Centers for Independent Living may also be a resource for other support services.

CareResource Hawaii

100 Pauahi Street, Suite 214
Hilo, HI 96720
(808) 935-2718
(808) 969-9454 (Fax)
Web site: www.carereshawaii.org

CareResource Hawaii

75-167 Kalani Street, Suite 206
Kailua-Kona, HI 96740
(808) 326-7021
(808) 329-1091 (Fax)
Web site: **www.carereshawaii.org**

Hawaii Centers for Independent Living - Hilo

1055 Kinoole Street, Suite 105
Hilo, HI 96720
(808) 935-3777 (V)
(808) 935-7888 (TTY)
(808) 961-6737 (Fax)
Email: leonas@pacificil.org
Web site: **www.hawaii-cil.org**



Communication Access Services

Telecommunications Relay Service (TRS) is available statewide by calling **711**.

Sign Language Interpreters Hawaii Interpreting Services (808) 394-7706

Email: Sabina@interpretinghawaii.com

Web site: www.interpretinghawaii.com



Service Animals

Contact the Hawaii Department of Agriculture for information on requirements for allowing guide dogs and service animals to enter Hawaii without quarantine.

Hawaii Department of Agriculture Animal Quarantine Station

99-951 Halawa Valley Street
Aiea, HI 96701-5602

(808) 483-7151

(808) 483-7161 (fax)

Email: rabiesfree@hawaii.gov

Web site: www.hawaii.gov/hdoa

Web site for information on service animals:
<http://hawaii.gov/hdoa/ai/aqs/guidedog>
or from home page select "Animal Quarantine Information" and "Guide and Service Dogs".



Visitor Aloha Society of Hawaii

The Visitor Aloha Society of Hawaii assists visitors who are victims of crime, accident, death in the family, or other adversities while visiting Hawaii.

Visitor Aloha Society of Hawaii

Island of Hawaii - West

(808) 756-0785 (Kailua-Kona)

Visitor Aloha Society of Hawaii

Island of Hawaii - East

(808) 756-1472 (Hilo)

This guide was prepared by the State of Hawaii, Department of Health
Disability and Communication Access Board

919 Ala Moana Boulevard, Room 101 • Honolulu, HI 96814

(808) 586-8121 (V/TTY)

Web site: www.hawaii.gov/health/dcab/ • E-mail: dcab@doh.hawaii.gov

We provide access to our activities without regard to race, color, national origin (including language), age, sex, religion, or disability. If you have a concern, write or call the Disability and Communication Access Board or the Department of Health Affirmative Action Officer at P.O. Box 3378, Honolulu, HI 96801-3378, or call (808) 586-4616 (V/TTY) within 180 days of a problem.



STATE OF HAWAII

Linda Lingle,
Governor of Hawaii



Chiyoome Leinaala Fukino, M.D.
Director of Health

Revised June 2009